

***** REVISED *****

Employee Training Class And Wellness Program Schedule September 2010 – February 2011



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

<http://www.hctx.net/training/>

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Harris County Human Resources & Risk Management Guide to Employee Training Classes



Distance Learning

Selected HR & RM training classes on various topics are available by Distance Learning to Harris County managers, supervisors, and employees. Dates/times/locations and registration announcements will be available in the quarterly training flyers and through email announcements.

REGISTRATION IS OPEN for September 2010 – February 2011

The website address for registration is <http://www.hctx.net/training/>. Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

NOTE: All HR & RM training classes in the training flyer schedule offer topics and materials that can be covered fully during the time period allotted.

CLASSROOM ETIQUETTE: Turn off cell phones and pagers or put them on vibrate. Employees are asked to limit cell phone calls and sidebar conversations to break periods while attending classes. Instructors reserve the right to ask non-cooperative employees to leave class to avoid further disruption and distractions to other attendees. In the event that an employee is asked to leave, HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors are closed 5 minutes after the class is scheduled to begin. Once the door is closed, late arrivals may not enter, but should leave the area and notify their supervisor and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396, 713-755-4843, or 713-755-7058 a minimum of two weeks prior to the event date if you require accommodation.

Management Training

WHO SHOULD ATTEND: Newly promoted managers, supervisors or team leaders who need to learn compliance with employment law or the essentials of supervision or those managers, supervisors and team leaders who want new skills or want to sharpen already acquired skills.

*** This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* Mind Stretchers – Critical Thinking Skills for Every Day Life	Thursday	September 16	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
* Preventing Sexual Harassment in the Workplace	Tuesday	September 21	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Leading and Managing	Wednesday	September 22	8:30 am – 3:30 pm	1310 Prairie, Room 1270	6.0
* Strategies Regarding Workplace Violence	Tuesday	September 28	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Manage with a Focus on Strengths!	Tuesday	October 5	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
* How to Defend a TWC Unemployment Claim	Thursday	October 7	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* The FLSA: An Overview of the Wage and Hours Laws	Thursday	October 7	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
* Getting to the Root of the Problem	Tuesday	November 2	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
* Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs	Tuesday	January 18	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0

Fundamentals of Leadership Series

WHO SHOULD ATTEND: Employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

**** Fundamentals of Leadership (FOL)**

Course	Day	Date	Time	Location	Hours
** FOL Series Session I: * The Role and Responsibilities of the Leader	Thursday	November 18	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session II: * Leading Employees to High Performance	Thursday	November 18	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session III: * HR Laws, Policies, & Procedures	Tuesday	December 14	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session IV: * Increasing Communication Effectiveness	Tuesday	December 14	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5

** FOL Series Session V: * Managing Time, Projects, and Priorities	Thursday	January 20	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
** FOL Series Session VI: * Improving Customer Service	Thursday	January 20	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5

Professional Development Training

WHO SHOULD ATTEND: Employees who have their supervisor's approval to attend class to acquire new skills or sharpen already acquired skills to improve on the job performance.

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Dealing with Difficult People	Thursday	September 16	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Generations in the Workplace	Tuesday	September 21	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Ethics Training	Thursday	September 23	9:00 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.0
Turning Worries into Action Plans	Tuesday	September 28	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Transition & Diversity	Wednesday	September 29	8:30 am – 3:30 pm	1310 Prairie, Room 1270	6.0
Assertiveness in Action	Tuesday	October 5	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Workplace Generational Issues	Friday	October 8	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
Taxable, Tax-Deferred, or Tax Free	Thursday	October 14	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Customer Service Excellence	Tuesday	October 19	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
Ethics Training	Thursday	October 21	9:00 am – 10:00 am	1310 Prairie, Suite 230 Training Room	1.0
Preventing Sexual Harassment in the Workplace	Thursday	October 21	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Workplace Diversity	Thursday	October 21	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Workplace Generational Issues	Friday	October 22	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
Telephone Skills for Business Professionals	Thursday	October 26	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Write Right: Effective Business Writing	Tuesday	November 2	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
CreditAbility: Build a Strong Credit History	Tuesday	November 9	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Minutes Matter	Thursday	November 11	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Preventing Sexual Harassments in the Workplace, Part II Case Studies	Friday	November 12	8:30 am – 11:30 am	Annex 17 6831 Cypresswood Drive, Courtroom	3.0

Preventing Sexual Harassments in the Workplace, Part II Case Studies	Friday	November 12	1:00 pm – 4:00 pm	Annex 17 6831 Cypresswood Drive, Courtroom	3.0
Adapting to Change	Tuesday	December 7	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
The Glass is Half Full! Shifting Perception to Achieve Results	Tuesday	December 7	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
40 Hours: Invest in Yourself	Thursday	December 9	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Projecting Professionalism	Tuesday	January 11	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Preventing Sexual Harassment in the Workplace	Tuesday	January 11	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Workplace Diversity	Tuesday	January 11	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Write Right: Effective Business Writing	Thursday	January 13	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Notary Training & Certification	Thursday	January 13	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0

Wellness Training

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Men, Extend Your Warranty!	Wednesday	September 15	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Women's Health	Wednesday	September 15	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Well/Baby Seminar: Should I Breast Feed My Baby?	Wednesday	September 22	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.0
Wellness Lecture Series: Herbal & Dietary Supplements – What's It All About?	Wednesday	September 22	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	September 29	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 3	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Well/Baby Seminar: Baby Basics – Bring Baby Home & Keep Baby Safe	Wednesday	November 3	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.0
Wellness Lecture Series: Surviving Holiday Meals	Wednesday	November 10	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Its Holiday Time Already?	Wednesday	November 10	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 17	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Surviving Holiday Meals	Wednesday	November 17	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Dressed for Success	Wednesday	December 8	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0

Wellness Lecture Series: Its Holiday Time Already?	Wednesday	December 8	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: 100 Candles!	Wednesday	January 12	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: A New Year's Resolution: Living a Healthy Life	Wednesday	January 12	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: A New Year's Resolution: Living a Healthy Life	Wednesday	January 19	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Dietary Fiber – Do I Have to Eat the Box?	Wednesday	January 19	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Well/Baby Seminar: What to Expect When Expecting	Wednesday	January 26	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.0
Wellness Lecture Series: 100 Candles!	Wednesday	January 26	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	February 2	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
Wellness Lecture Series: Positive Parenting During the School- Aged Years	Wednesday	February 9	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0
Well/Baby Seminar: Well Nourished – Feeding Baby Before & Beyond	Wednesday	February 23	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.0
Wellness Lecture Series: Dietary Fiber – Do I Have to Eat the Box?	Wednesday	February 23	1:30 pm – 3:30 pm	1310 Prairie, Suite 230 Training Room	2.0

Distance Learning Training

Course	Day	Date	Time	Location	Hours
Wellness Lecture Series: Men, Extend Your Warranty!	Wednesday	September 15	8:30 am – 10:30 am	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: Women's Health	Wednesday	September 15	1:30 pm – 3:30 pm	Senior Education Center 6600 Bissonnet Houston, Texas 77074	2.0
Wellness Lecture Series: Herbal & Dietary Supplements – What's It All About	Wednesday	September 22	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Herbal & Dietary Supplements – What's It All About	Wednesday	September 22	1:30 pm – 3:30 pm	Senior Education Center 6600 Bissonnet Houston, Texas 77074	2.0
Wellness Lecture Series: Herbal & Dietary Supplements – What's It All About	Wednesday	September 22	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	September 29	1:30 pm – 3:30 pm	Senior Education Center 6600 Bissonnet Houston, Texas 77074	2.0

Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	September 29	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 3	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 3	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 3	8:30 am – 10:30 am	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: Surviving Holiday Meals	Wednesday	November 10	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: It's Holiday Time Already?	Wednesday	November 10	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 17	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Diabetes & Heart Disease – How to Play Defense	Wednesday	November 17	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Surviving Holiday Meals	Wednesday	November 17	1:30 pm – 3:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Dressed for Success	Wednesday	December 8	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: 100 Candles!	Wednesday	January 12	8:30 am - 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: A New Year's Resolution: To Live a Healthy Life	Wednesday	January 12	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: A New Year's Resolution – Living a Healthy Life	Wednesday	January 19	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Dietary Fiber – Do I Have to Eat the Box?	Wednesday	January 19	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Anger Management & Dealing with Burnout	Wednesday	February 2	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	February 2	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Navigating Your Way to Personal Health	Wednesday	February 2	1:30 pm – 3:30 pm	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0

Wellness Lecture Series: The Pressure is On	Wednesday	February 9	8:30 am – 10:30 am	Westside Service Center 16635 Clay Road Houston, Texas 77084	2.0
Wellness Lecture Series: Positive Parenting During the School- Aged Years	Wednesday	February 9	1:30 pm – 3:30 pm	El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
Wellness Lecture Series: Positive Parenting During the School- Aged Years	Wednesday	February 9	1:30 pm – 3:30 pm	Washburn Tunnel 3100 Federal Houston, Texas 77015	2.0

Disaster Recovery

Course	Day	Date	Time	Location
Show Us the Damage!! Documenting Disaster Response for Reimbursement under FEMA's Public Assistance Program	TBA	TBA	4 hours	TBA - For information, questions, and to schedule this class, contact Gray Stansell at 713-755-4477.

Collaborative Training

(COLLABORATIVE TRAINING WITH OTHER COUNTY DEPARTMENTS)

Course	Day	Date	Time	Location
Domestic Violence	Thursday	September 9	8:00 am – 12:00 pm	9111 Eastex Freeway, 1 st Floor Training Room
Negativity No More	Thursday	September 16	8:00 am – 5:00 pm	9111 Eastex Freeway, 1 st Floor Training Room
Defensive Driving	Thursday	September 23	8:30 am – 12:30 pm	9111 Eastex Freeway, 1 st Floor Training Room
Introduction to Sex Offender Treatment	Wednesday	September 28	8:00 am – 12:00 pm	9111 Eastex Freeway, 1 st Floor Training Room
Ethics and Skills Building Course	Friday	October 15	8:00 am – 4:00 pm	Annex 17 6831 Cypresswood Drive, Courtroom

E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email gracie.guillen@ms.hctx.net.

The Martial Art of Communication: 30 minutes

Participants will learn essential keys to reducing other people's resistance to your point of view, along with the five levels of a clear, complete communication. Learn how to use martial arts to turn conflicts into success to build

understanding and commitment.

Feedback and Constructive Criticism: 45 minutes

Participants will learn three steps in giving constructive criticism and fourteen guidelines for improved feedback. Learn how to present opinions and expectations to avoid or clarify misunderstandings.

19-course Customer Service series is limited and on a first come, first serve basis. Employees who register for this series must take all 19 classes.

Essential Elements of Internal Customer Service (approximately 18 minutes)

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

Essential Telephone Skills (approximately 20 minutes)

This session will address ten simple yet crucial skills which form the foundation for delivering exceptional customer service on the phone. Also, learn tips on answering a business phone, offer spoken feedback signals, and how to place callers on hold.

Five Forbidden Phrases (approximately 18 minutes)

This customer service training highlights the five phrases which are proven to annoy and frustrate customers. Learn how to avoid negative and offer positive alternatives on the phone and in-person.

Four C's of Coaching Skills (approximately 18 minutes)

Learn the difference between training, coaching, and counseling and illustrate the proven Four Cs of Coaching model in a variety of service and line management situations.

From Curt to Courteous (approximately 25 minutes)

This course will address understanding and being understood in both synchronous (phone, face-to-face, and instant messaging) and asynchronous (e-mail, voicemail, fax, and letters) communication methods.

How to Avoid Emotional Leakage (approximately 7 minutes)

This course will address how not to allow negative feelings from one situation leak into an entirely unrelated situation. This program illustrates how wrong and damaging this behavior can be with external and internal examples.

How to Deal With the Foreign Accent (approximately 12 minutes)

This program explains that all customers are created equal. It includes techniques which make communications with foreign language customers easier. Realistic vignettes and characters make this course a powerful sensitivity builder.

How to Handle the Irate Customer (approximately 12 minutes)

This online session will teach a highly effective four point plan for calming irate customers. Learn quick tips for defusing angry callers, what to do if someone starts swearing, and why you should never make excuses.

How to Treat Every Caller As A Welcome Guest (approximately 10 minutes)

This course explains how incredibly important the role of the front line customer contact employee is. Whoever answers the phone IS THE COMPANY as far as your customers are concerned.

Influencing the Interaction (approximately 20 minutes)

This course identifies six practices which will help offer a more positive experience. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.

Listening Skills (approximately 13 minutes)

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six steps to help team members become better listeners.

Maintaining Customer Relationships (approximately 14 minutes)

Everyone understands the importance of excellent customer service. How do we cement a relationship with customers to move into a long-term relationship? This course emphasizes the importance of follow up and gives realistic examples of how to handle the five most common follow-up scenarios.

Proactive Customer Service (approximately 19 minutes)

Identifies and illustrates passive, average, and proactive customer service levels in a variety of situations. Covers the importance of high energy, enthusiasm, rapport building and cross selling.

Questioning Techniques (approximately 12 minutes)

Proper questioning techniques are the key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

Seven Keys to a Positive Mental Attitude (approximately 25 minutes)

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

Six Cardinal Rules of Customer Service (approximately 18 minutes)

Learn the basics of good customer service. This program illustrates the six cardinal rules of customer service and provides tips on wrong way/right ways to give good service as well as tips on how to fight mediocrity in the workplace.

Six Steps to Service Recovery (approximately 24 minutes)

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always enough. Learn a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

That's Just Rude (approximately 14 minutes)

Explore the rudeness matrix. Course introduces and analyzes the four quadrants of the rudeness matrix. This program raises awareness about how seemingly innocent behaviors can be considered rude.

The Service Mentality (approximately 22 minutes)

This online course identifies and highlights the seven key characteristics of customer service. Employees will learn the mind-set for serving customers, offering empathy, keeping proper balance, and having the ability to bounce back.

Manager /Supervisor Skills Series is limited and on a first come, first serve basis with a maximum of two classes at a time. These classes are worth 1.5 hours of training credit.

Communicating Up

Learn how to frame communication so that a desired result is achieved. Understand the importance of framing all communication in terms of self-interest. Use questions to focus on benefits to be gained when the objective is reached. Clearly and concisely restate the decisions that resulted from communication to insure that those decisions are mutually understood.

Delegating

Delegating provides the tools necessary to develop messages that communicate the "what" and "why" of every delegated task to increase confidence and responsibility. Understand the importance of effective delegation as well as the problems associated with the lack of delegating or delegating poorly. Encourage participation and involvement through proper delegating methods and establish responsibility and authority for a delegated task.

Developing and Coaching Others

Effectively and successfully develop team members to become better and more consistent performers. Successfully motivate, direct, and coach through a learning process to ensure learning is transferred into improved on-the-job-performance. Effectively handle "coaching moments" to improve performance on the job.

Developing Performance Goals and Standards

Establish specific measurable, attainable, results-oriented, and time-framed performance goals. Learn the steps that gain team member agreement and commitment to those performance goals. Define and establish goals, objectives, and performance standards. Involve and create team member's own individual performance standards.

Diversity Awareness

Understand, recognize, and appreciate cultural diversity. Learn how to interact with different kinds of people and recognize the benefits and enrichment of wealth multi-culturalism can bring.

Effective Discipline

Learn effective techniques for addressing problem behaviors. Use communication skills to preserve self-respect and encourage the best kind of discipline – self-discipline. Manage discussions and recognize the importance of team member participation in defining problems and their solutions.

Essential Skills of Communication

This session provides the tools necessary to develop clear, concise messages. By focusing on communication as a two-way process, messages will be clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communication, managers/supervisors will improve relations with their team members and increase productivity.

Essential Skills of Leadership

In this session, participants will focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This online class will help experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individuals while also leading the team. Deal with your team members on a day-to-day basis to maintain and enhance their self-esteem. Base your discussions about performance and work habits on your team member's behaviors rather than on their personalities or attitudes and involve your team members in goal setting, solving problems, and making decisions.

Improving Work Habits

Learn to recognize and address negative behaviors and poor work habits effectively before it becomes a disciplinary problem. Distinguish between job performance and work habits and understand the importance of dealing with unsatisfactory work habits early. Involve the individual in the process of correcting the unsatisfactory behavior and increase accountability by commitment to a clear plan of action and review progress regularly.

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that so often underlie the chronic grievances. Use various techniques to solve problems while maintaining a positive relationship with team members.

Motivating Team Members

Learn implementation tools, troubleshooting guides, and additional resources to help apply skills to perform a job or task. Understand the factors that motivate to perform effectively and distinguish between motivators and dissatisfiers. Learn to create a work environment that will motivate higher performance.

Professionalism in the Office

Gain the skills needed to be more professional on the job. This session will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of organizational culture and flexibility for change. Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively. Understand all professional skills and behaviors can be learned, perfected, and used successfully in both the business world, and in one's personal life.

Providing Performance Feedback

This session will establish performance standards and a clear and credible performance evaluation. Learn to base assessments on facts and behaviors for positive performance feedback to encourage self-motivation. Gain team member participation, agreement, and commitment to the change needed to improve performance.

Resolving Complaints

Using effective communication and management techniques, managers/supervisors can develop skills to identify the source of conflicts. Distinguish the two major sources of personality clashes and work structure problems and

be aware of the positive and negative impacts of conflicts. Accept conflict as an inevitable part of all work situations, establish a cooperative atmosphere, and help individuals understand each other's point of view and lead them to agree on the facts and solution.

Supporting Change

Understand and interpret change to set a clear communication to reduce misunderstanding and anxiety. Learn to assist and involve team members as they adjust to change and follow-up to make sure adjustment to the change is going as planned.

To register, send an email to gracie.guillen@ms.hctx.net.

Employee Assistance Program

Contact Harris County Human Resources & Risk Management Benefits Section at **713-755-4827** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours are needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

**To Access the Aetna EAP Website: www.AetnaEAP.com
1-866-849-8229**

Confidential assistance is available 24 hours a day, 7 days a week at Aetna EAP program. This is a service provided as part of your benefits to you and any member of your household at no additional cost. You can turn to the EAP for help with anything that interferes with your job or personal life. Among other things, your EAP can help you with:

Stress Management	Family or parenting issues
Substance Abuse/misuse	Work/life balance
Burnout	Marital/relationship problems
Child and elder care	Anxiety
Depression	Anger Management
Legal concerns	Financial issues
Coping with Change	Self-esteem

For additional information, contact Sarah Acosta at 713-755-4827.

New Employee Orientation

**** Please note: New Employee Orientation has been postponed until further notice.**

Upcoming Retirement Seminars

Date	Location	Address
November 4, 2010	Texas Agricultural Extension Auditorium	3033 Beak Creek Drive Houston, Texas 77084

Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.

Contact **713-755-4843** for further information.



The Training Library



Check out workbooks, CD ROM training programs, and DVDs on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. Material can be checked out for two weeks at a time. For more information, please call HR & RM at (713) 755-4843.

New to the library:

- FMLA (DVD)
- Ethics Training (DVD & Handouts)

Communication

- The Continuously Improving Self (text)
- Winning at Human Relations (text)

Compliance Training (Managers/Supervisors ONLY)

- A Concise Guide to Successful Employment Practices (text)
- HR How To: Discipline (text)
- HR How To: Harassment Prevention (text)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Sexual Harassment What You Need to Know (text)

Employee Development

- A Women's Guide to Investing (text)
- Balancing Home & Career (text)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)
- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)

Leadership

- Behavior Based Interviewing (text)
- Leadership Made Simple (text)
- Learning to Lead (text)
- Life is a Series of Presentations (CD/DVD)
- Office Politics (text)
- Understanding Leadership Competencies (text)
- WorkSmarts: How to Get Along, Get Noticed, and Get Ahead (CD & text)

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)
- Preventing Workplace Violence (text)
- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

- Delegating and Supervising (CD/DVD)
- Discussing Performance (text & CD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)
- Excellence in Supervision (text)
- Quality Interviewing (text)
- Successful Negotiation (text)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Managers to Train (text)
- Training Methods that Work (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- The Building Blocks of Business Writing (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

To arrange to borrow the titles above, please call 713-755-4843.

Description of September 2010 – February 2011 Offerings

Classes that have an asterisk * are open to managers/supervisors only

NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.

40 Hours: Invest in Yourself

(Instructor: Amy Castro)

This fun and engaging session gives participants the tools to help maximize their work days while inspiring them to take more ownership of their job satisfaction. A shift in attitude and perspective is the first critical step to improving the work experience. Participants who attend this session will find more value and meaning in their jobs and lives. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Adapting to Change

(Instructor: Amy Castro)

Participants in this session will take a look at change in a positive way and approach change in a productive manner. Attendees will identify opportunities for change, coming to terms with “other imposed” change, identify individual change style, prepare for change, overcome change resistance, and sustain change. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Assertiveness in Action

(Instructor: Tawnya Mitchell)

In this session, participants will understand the unspoken meaning in a situation and identify passive, aggressive, and assertive behavior. Participants will be able to identify techniques for standing up in difficult situations and for maintaining emotional control in conflict situations. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

CreditAbility: Build a Strong Credit History

(Instructor: Vicki Squires)

Do you know your score? Attend this lunch and learn session to learn the significance of a credit report and credit score. Learn how to establish credit if you do not have any, rebuild a good credit history, and tips for using credit wisely. Attendees will review pitfalls, rights, and responsibilities. Note: Lunch will be provided by the Harris County Federal Credit Union. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Customer Service Excellence

(Instructor: Deedee Ostfeld)

Participants will establish their vision of service excellence and identify ways to remove obstacles creating challenges for both co-workers and customers. Recognize the role and responsibility of customer service skills and understand the importance of encouraging the heart to demonstrate belief in people. Participants will commit to making necessary changes in processes and approach. **Limit: 30.**

This class is recommended for: all employees with supervisory approval.

Dealing with Difficult People

(Instructor: Amy Castro)

In this session participants will identify the most common difficult types of people and learn verbal, oral, written, and non-verbal techniques to effectively interact with those difficult people. Also, learn active listening skills that can help you get through a face-to-face or telephone interaction with a difficult person and walk away with conflict resolution techniques to diffuse confrontational situations. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Defensive Driving Training

(Instructor: CSCD Trainer)

This four-hour National Safety Council class is designed to save lives, time, and money regardless of the actions of others. The class includes lecture, group discussion, films, and a written exam. This class is NOT VALID FOR TICKET DISMISSAL, but is good for Insurance Discounts. This class is a collaboration between CSCD and Harris County Human Resources & Risk Management. **Limited.**

This class is recommended for: all employees with supervisory approval.

Ethics Training

(Instructor: Erika Owens)

This class will discuss the appropriate ethical principles and standards of conduct for Harris County employees as adopted by Commissioners' Court on June 23, 2009. Participants will review the Statement of Ethical Standards, including our obligation to uphold the public trust. Topics covered will include gifts and equitable treatment and respect for all coworkers and others. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Ethics and Skills Building Course

(Instructor: Iris A. Farias, Texas LCI)

This class will fulfill the 2010 - 2011 Texas required annual training for TDLR licensure renewal. (TDLR approval pending). The class provides 3 hours of Ethics, 3 hours of Skill Building, and 2 hours of Vocabulary. Lunch will be provided. Time is 8:00 am – 4:00 pm, Friday, October 15, 2010. Location: Cypresswood Annex 17, 6831 Cypresswood Dr., Courtroom, Spring, TX 77379. For questions call: Richard Schmidt at 281-376-5512. For registration, email

gracie.guillen@ms.hctx.net

Cost is paid directly to Ms. Farias:

\$180.00 Postmarked before September 25, 2010

\$200.00 Postmarked after September 25, 2010

This class is recommended for all Harris County Courts Staff who are TDLR Licensed Court Interpreters. Limited.

*** FOL Series Session I: The Role and Responsibilities of the Leader**

(Instructor: Walt Natemeyer)

Participants will learn how to lead and supervise employees. Also, participants will identify the role and responsibilities of a leader to employees, to the organization, and to other leaders and learn how their time is spent. In addition, participants will learn how to plan work, make work assignments, select, train, and motivate employees, and counsel and discipline when necessary, along with many of the basic skills a good supervisor employs on the job. **Limit: 35.**

This class is recommended for: Managers/Supervisors

*** FOL Series Session II: Leading Employees to High Performance**

(Instructor: Walt Natemeyer)

Participants will learn the definition of leadership and the characteristics of an effective leader. Participants will learn how leadership is defined along with important leadership behaviors. In addition, participants will learn about directive and supportive behavior, situational leadership, and how not to over lead or under lead employees. Additionally, participants will assess their own leadership styles. **Limit: 35.**

This class is recommended for: Managers/Supervisors

*** FOL Series Session III: HR Laws, Policies, and Procedures**

(Instructors: Jay Aldis and Walt Natemeyer)

Jay Aldis will present an overview of important HR laws, and Harris County policies and procedures. Participants will learn how to observe performance, document, evaluate, and provide performance feedback in a lawful way.

Walt Natemeyer will clarify coaching goals and expectations, discuss performance reviews and giving positive feedback to resolve performance problems. Attendees will also learn how to manage a diverse workforce. **Limit: 35.**

This class is recommended for: Managers/Supervisors

*** FOL Series Session IV: Increasing Communication Effectiveness**

(Instructor: Walt Natemeyer)

Participants will learn that effective leadership requires good two-way communication. Participants will learn about communication and listening, managing meetings, and conflict resolution. **Limit: 35.**

This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

*** FOL Series Session V: Managing Time, Projects, and Priorities**

(Instructor: Walt Natemeyer)

Time management is an essential leadership skill. Participants will learn how to list goals and set priorities, make a daily to do list, learn how to best use time, and the rules of good time management. Attendees will identify time wasters, and learn how to plan a productive day. **Limit: 35.**

This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

*** FOL Series Session VI: Improving Customer Service**

(Instructor: Walt Natemeyer)

Participants will learn who their customers are, what those customers want, how to assess and improve customer service. Participants will learn how to deal with the media, how to develop an action plan, establish deadlines, and assign responsibilities, as well as how to conduct an action plan progress review. **Limit: 35.**

This class is recommended for: all employees with supervisory approval, especially those who are new team leaders or experienced supervisors who want a refresher in the basics of leading and managing.

Generations in the Workplace

(Instructor: Amy Castro)

Participants attending this session will identify defining characteristics of the four generations in the workforce, recognize issues and situations that may be influenced by generational differences and learn practical tips for working successfully in a multi-generational work place. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

*** Getting to the Root of the Problem**

(Instructor: Margaret Johnson)

Managers/Supervisors in this session will examine interpersonal relationships as well as business processes and procedures to determine the root cause of problems and issues. Also, managers/supervisors will learn and practice problem solving techniques to apply to all work concerns and develop plans of action for resolution.

Limit: 35 Managers/Supervisors.

This class is recommended for: Managers/Supervisors

*** How to Defend a TWC Unemployment Claim**

(Instructor: Jay Aldis)

Managers/Supervisors will learn the ins and outs of working through TWC claims from both the department and the TWC viewpoints. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Introduction to Sex Offender Treatment

(Instructor: Raymond Johnson, Jr.)

Delivered through didactic lecture, Raymond Johnson, Jr. will define the meaning of sex offender therapy, paraphelias, the nature, extent, and characteristics of sexually deviant criminal behavior. Explore interviewing skills to overcome client resistance, coercion, and manipulation as well as how to assess and evaluate risk criteria. This class is a collaboration between CSCD and Harris County Human Resources & Risk Management. **Limited.**

This class is recommended for: all employees with supervisory approval.

*** Leading and Managing**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Managers/Supervisors will focus on developing leaders within their organization. During this session, individual leadership and management skills are evaluated and a leadership grid is developed to determine strengths and weaknesses. Team building, goal setting, effective communication, and strategic planning are addressed. Explore organizational change and learn how to assess the ability for leading change initiatives. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Manage with a Focus on Strengths!**

!!NEW!!

(Instructor: Margaret Johnson)

Participants will understand the key responsibilities of a manager/supervisor and learn to focus on managing to receive the right outcomes on assignments while giving employees the freedom to choose the method. Participants will analyze their strengths as well as the strengths of their employees to create an effective, motivated, productive work force; participants will develop strategies for developing employees; participants will learn strategies to develop and empower others. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Mind Stretchers - Critical Thinking Skills for Every Day Life**

(Instructor: Margaret Johnson)

Managers/Supervisors in this session will be able to define critical thinking and describe the basic competencies for steps in decision making. Evaluate arguments, assumptions, and patterns in the thinking process to apply methods and remove hindrances to effective critical thinking. Also, develop an action plan to incorporate the new skills back on the job. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Minutes Matter

(Instructor: Tawnya Mitchell)

Participants in this session will complete a personal time management assessment to identify "timewasters" and discover techniques to decrease them. Attendees will learn to establish and maintain priorities, effectively sort key tasks and duties, and identify tips and techniques for using technology tools to assist. Participants will develop a personal plan to implement more effective time management techniques in the workplace. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

Negativity No More

(Instructor: CSCD Trainer)

Don't let negativity sabotage your happiness. Come learn how to let optimism rule your life. This highly interactive training will show you "real-life" techniques to turn your perspective around and look at the brighter side of things. Participants will learn tips on how to cope with those pesky negative people in your life. Explore methods that can assist you in spreading your positivism to others. This class is a collaboration between CSCD and Harris County Human Resources & Risk Management. **Limited.**

This class is recommended for: all employees with supervisory approval.

Notary Public Training and Certification

(Instructor: Jack Sticklen, State Notary Commission)

Legal procedures for processing documentation, state record keeping requirements, state application processing for non-notaries who want to apply for Notary Public certification, new laws from the 78th legislative session, and liability protection for employees and employers, will be covered in this session. Harris County Human Resources & Risk Management pays the fee for the notary training and course manual for each person confirmed for this seminar. Notary application fees and notary supply fees are not covered by Harris County Human Resources & Risk Management.

State application processing for those who are not notaries, but would like to apply, will take place at the seminar and required notary supplies will be available for purchase. Fees for non-covered materials are noted below:

- Application fee for non notaries and those who need to renew their commissions: \$71.00 per 4 year term
- Notary Record Book: \$15.50 (required for new applicants or those who do not have this item)
- Notary Seal: \$17.25 (required for all new applicants and those renewing their commission)

Please note: Individuals who are currently notaries must renew their commission during the last 90 days of the commission period to continue their status as a notary.

NOTE: LIMIT: 20 PEOPLE. ONLY INDIVIDUALS DESIGNATED AS A NOTARY BY THEIR RESPECTIVE DEPARTMENTS MAY REGISTER. PARTICIPANTS CONFIRMED FOR THIS CLASS MUST BRING PAYMENT TO THE NOTARY CLASS, FOR SUPPLIES TO BE PURCHASED DURING THE SEMINAR.

This class is recommended for: individuals designated as a notary by their respective departments may register with supervisory approval.

*** Preventing Sexual Harassment in the Workplace**

(Instructor: Jay Aldis)

Using an interactive training video accompanied by live presentation, the viewer is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Preventing Sexual Harassment in the Workplace

(Instructor: Jay Aldis)

With an interactive training video accompanied by live presentations, the participant is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Preventing Sexual Harassment in the Workplace, Part II Case Studies

!!NEW!!

(Instructor: Jay Aldis)

Participants in this session will walk through various employment scenarios with a focus on actual cases and their results. Participants will gain the knowledge and strategies on avoiding it. This class is a collaboration between JP 4-1 and Harris County Human Resources & Risk Management. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Projecting Professionalism

(Instructor: Tawnya Mitchell)

Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations, and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

Show Us the Damage!! Documenting Disaster Response for Reimbursement under FEMA's Public Assistance Program

!!NEW!!

(Instructors: Shain Carrizal, Gray Stansell, and Rusty Lees)

Purpose of the class: to assist you in properly documenting your department's RESPONSE and RECOVERY to a disaster so that Harris County receives maximum reimbursement for eligible disaster expenses. Participants will learn an all hazards approach to documenting disaster response; what actions pre and post disaster are reimbursable; and how to assess and document damage. For information, questions, and to schedule this class, contact Gray Stansell at 713-755-4477.

This class is recommended for all personnel designated to document disaster response by their departments.

*** Situational Leadership: Adapting Your Leadership Style to Your Employees' Needs**

(Instructor: Deedee Ostfeld)

In this session, managers/supervisors will learn the concept developed by Kenneth Blanchard to show leaders how to provide their direct reports, peers, and managers with clear goals, direction, support, training, and feedback to have them become self-directed, self-motivated, and self-reliant. Participants will practice diagnosing situations and will determine which need more directive or supportive initiative. **Limit: 20 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Strategies Regarding Workplace Violence**

(Instructor: Jay Aldis)

Managers/Supervisors will learn what measures to take in a given situation. Understand what is appropriate and what is not appropriate in the workplace. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Taxable, Tax-Deferred, or Tax Free

(Instructor: Oscar Gutierrez)

In this session participants will get an overview of available retirement plan accounts, the tax features, and the benefits of each type of account. This session covers not only the accumulation phase of these accounts but also the distribution phase. **Limit: 40.**

This class is recommended for all employees with supervisory approval.

Telephone Skills for Business Professionals

(Instructor: Amy Castro)

Participants in this workshop will learn techniques to make the most of their phone tools and phone time. If you dread picking up the phone because of the time calls eat up during your day, or you dread listening to your voicemail because there's a weeks worth of messages—this workshop is for you! Topics in this session include properly answering, transferring and ending telephone conversations, managing voicemail, leaving messages that get results, how to begin a conversation that will get you to the right person every time, getting to the point quickly and helping others to do so as well, and more. Participants will have the opportunity to practice common telephone calls they place and receive. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

*** The FLSA: An Overview of the Wage and Hour Laws**

(Instructor: Jay Aldis)

Managers/Supervisors will learn the basics of wage and hour laws, including a review of the Department of Labor overtime regulations. **Limit: 40 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

The Glass is Half Full! Shifting Perception to Achieve Results

(Instructor: Margaret Johnson)

Participants in this session will examine their thinking patterns and learn to look for opportunities rather than problems, strengths more than weaknesses, and what can be done instead of what can't. Also, attendees will identify those areas where they react negatively and change the way they see themselves, others, and situations, while practicing practical applications. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Transition and Diversity

(Instructors: Richard Lewis & Joanne Ford-Robertson)

In this interactive session participants will understand societal change and its impact on the workforce. Participants will also familiarize themselves with primary diversity dimensions of race, ethnicity, sex, age, and social class. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Turning Worries into Action Plans

(Instructor: Stephen Haslam or Robert Pennington)

Learn how to change a negative habit in a positive direction to achieve productive results. In this session, participants will learn to be aware of how negative thoughts produce negative emotions and the harmful physiological stresses caused by the habit of worry. Participants will create multiple and specific actions from moving from present reality towards the newly defined goals and turn a negative thought into a positive possibility and believe it! **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

We//Baby Seminar: Baby Basics – Bring Baby Home & Keep Baby Safe

(Instructor: Kari Kooi, the Methodist Hospital)

This class covers the “baby basics” and other practical tips on being a parent. We discuss normal newborn appearance; hands-on practice includes diapering, holding, burping, and infant safety and getting baby back to sleep. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Well/Baby Seminar: Should I Breastfeed My Baby?

(Instructor: Kari Kooi, the Methodist Hospital)

Should I or shouldn't I breastfeed my baby? Are there things I need to do to prepare for breastfeeding? This class will explore your options for breastfeeding whether it is a month or a year and help you make the decision on how to feed your little one. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Well/Baby Seminar: Well Nourished: Feeding Baby Before and Beyond

(Instructor: Karen Brewton, the Methodist Hospital)

What should I eat during pregnancy? How can I be sure I am eating the foods that are best for my baby? What things should I avoid? This fun, interactive class will explore what it means to eat optimally during pregnancy and beyond.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

Well/Baby Seminar: What to Expect When Expecting

(Instructor: Kari Kooi, the Methodist Hospital)

This class will provide a pregnancy overview and explore what you can expect on a month to month basis as your baby grows and develops. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: 100 Candles!

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

Can you imagine blowing out the candles on your 100th birthday cake? Many people alive today can expect to join this fastest-growing demographic group in America—centenarians. Find out who these people are and what they have in common. You may be surprised to learn what it takes to join them. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: A New Year's Resolution: To Live A Healthy Life

!!NEW!!

(Instructor: Judy Entzenberger, Aetna Employee Assistance Program)

Why do we make New Year's Resolutions? What are the most common ones? This class will unveil "Resolution Pitfalls" and offer a recipe for resolution success. Learning objectives will address why we make New Year's resolutions, common resolutions, resolution pitfalls, resolution success tips, and a recipe for success. The second part of the class will provide tips on how to maintain a healthy lifestyle by reducing stress, better managing responsibilities, and getting proper nutrition and exercise. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Anger Management & Dealing with Burnout

(Instructor: Aetna Employee Assistance Program Representative)

Anger is a powerful human emotion that has physical, psychological, and interpersonal consequences. The first part of this seminar will explore those areas and provide tips to manage angry responses. Objectives include defining anger, physiological responses to anger, identifying anger, proactive approaches to anger and managing anger. The second part of this seminar will address burnout, a very real phenomenon that needs attention. This section will provide basic information on how to recognize and cope with burnout. Objectives include defining burnout, identifying signs and symptoms of burnout, prevention, taking a personal assessment and the steps that are needed to address the issue.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Diabetes & Heart Disease: How to Play Defense

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

Like the football experts say, the best defense is a good offense. This is never more true than when preventing or treating diabetes and heart disease. This session will discuss the strategies for preventing or postponing the onset of diabetes and its complications as well as heart disease. Find out what it takes to win the game! **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Dietary Fiber - Do I Have to Eat the Box?

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

No, you don't! But you do have to include lots of plants in your diet. Participants will learn why fiber is so important for your health and best ways to boost your fiber intake. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Dressed for Success

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

With so many choices, salad dressings can be a big dilemma for calorie-conscious diners. This interactive session is a hands-on class that combines the most up-to-date nutrition information with practical strategies to enhance participants' eating habits. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Herbal & Dietary Supplements – What's It All About

(Instructor: Kari Kooi, the Methodist Hospital)

Do I need them? Should I take them? Are they safe? Can you get too much? Find out where the facts are in this ever-changing sea of health claims. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: It's Holiday Time Already?

!!NEW!!

(Instructor: Judy Entzenberger, Aetna Employee Assistance Program)

The holidays are painted as cheerful and relaxing. So, why do we get so stressed? Let's look at what contributes to our stress and learn ways to reduce this level and truly enjoy those special occasions. Learning objectives will address how to react to the stress of the holidays; find ways to make your holiday more enjoyable; tips to manage the holiday stress; and how the Employee Assistance Program (EAP) helps you fight stress. The second half of the class covers common reasons for procrastination and helps you overcome it and become more motivated and productive. Learning objectives address reasons for and the impact of procrastination, alleviating guilt, practical tips on overcoming procrastination, and tips on motivating yourself to accomplish goals. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Men, Extend Your Warranty!

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

If your body were a car, would you take better care of it? Would you purchase an extended warranty to protect it? In this session participants will learn 10 proven things they can do to promote their health and longevity—extend their warranty! **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Navigating Your Way to Personal Health

(Instructor: Lisa Patton)

Do you know your health risk score? Can you easily find an in-network doctor? Would you like the convenience of viewing, accessing and managing your personal health information in one, private and secure location? Aetna Navigator is the website that provides those tools to help you better manage your health. This seminar will guide participants through the tools and features of the Aetna Navigator website including the Simple Steps to a Healthier Life® health risk assessment,

DocFind®, the Personal Health Record, Aetna IntelliHealth® and more. *This class is for employees covered by the Harris County Medical Plan, Aetna.* **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Positive Parenting During the School-Aged Years

!!NEW!!

(Instructor: Judy Entzenberger, Aetna Employee Assistance Program)

Every parent has questions about parenting. Am I doing the right thing? Am I being fair? The first part of this class provides basic parenting strategies for school-aged children. Learning objectives address positive parenting strategies; healthy habits; effective communication; promoting academic performance; and transitions (e.g., anxiety, starting school, onset of puberty, etc.). The second half of the class provides information on recognizing signs of bullying and how to prevent or cope with it. Learning objectives include types of bullying; talking with children about bullying; signs your child may be victims of bullying; coping tips for children who are being bullied; and what to do if you suspect your child is bullying others.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Surviving Holiday Meals

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

Super Bowl, 4th of July, Thanksgiving and more; the year is filled with many opportunities to gather with friends and family and eat. Is it possible to navigate the buffet table without blowing your calorie budget for the month? This fun, interactive session will target an approaching holiday and reveal strategies to do just that. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: The Pressure is On

!!NEW!!

(Instructor: Kari Kooi, the Methodist Hospital)

High blood pressure is a risk factor for the 2 biggest killers of Americans—stroke and heart disease. Only one in two adults has “optimal” blood pressure. What is hypertension? What can be done to reverse or prevent it? This session will detail the most effective strategies you can use to lower your blood pressure or avoid developing hypertension as you age. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Women’s Health

!!NEW!!

(Instructor: Margaret Howard, the Methodist Hospital)

This class will cover important health topics for women including appropriate screenings and annual physicals, breast and ovarian cancer questions and simple nutrition and exercise tips. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Workplace Diversity

(Instructor: Jay Aldis)

Participants who attend this session will identify legal issues in the workplace surrounding sex, disability, race, national origin, age, color, and religion, as well as how to respond appropriately when these issues arise. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Workplace Generational Issues

!!NEW!!

(Instructors: Richard Lewis & Joanne Ford-Robertson)

In this session participants focus on how age differences impact leading and managing in complex organizations. Age cohort influences on culture, work styles, professional orientation, and social etiquette is examined. Generational issues that negatively affect organizations are identified and discussed. Techniques and strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups are presented. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Write Right: Effective Business Writing

(Instructor: Amy Castro)

With the advent of all forms of electronic communication, some people have been quick to say that writing is going out of style. This couldn't be further from the truth. Computers, email, and text messaging have turned us all into writers. Never before has it been more important to compose clear, accurate messages - and to compose them quickly and concisely. Participants in this session will learn writing skills and techniques that will give a strong foundation for writing emails, letters, reports, and memos that people will read! Workshop topics include overcoming "page fright," the importance of planning written messages, organization and formatting techniques, how to structure strong sentences that get people's attention, choosing words for maximum impact, and more. **Limit: 40.**

This class is recommended for: all employees with supervisory approval.

Harris County Information Technology Center

Microsoft Office Products are being offered through E-Learning. If you would like information, contact Julianne Horst at 713-755-7920 or julianne.horst@hctx.net.

Harris County Auditor's Office Training

Budget Process

Course	Day	Date	Time	Location
Policies, Procedures, and Stakeholders in Various Phases of Harris County Budget	Thursday	October 7	8:30 am – 12:00 pm	1310 Prairie, Room 1250

Employee Maintenance Procedures

Course	Day	Date	Time	Location
Employee Maintenance Process Training	Wednesday and Thursday	November 3 and November 4	8:30 am – 4:30 pm and 8:30 am – 12:00 pm	1310 Prairie, Room 1250

Fixed Assets & Inventory Control

Course	Day	Date	Time	Location
Policies, Procedures, and Stakeholders Involved with IFAS-FA	Tuesday	December 7	8:30 am – 12:00 pm	1310 Prairie, Room 1250

Fund Accounting and ACS

Course	Day	Date	Time	Location
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Wednesday	September 1	8:30 am – 12:00 pm	1310 Prairie, Room 1250
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Friday	October 1	8:30 am – 12:00 pm	1310 Prairie, Room 1250
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Tuesday	November 2	1:30 pm – 5:00 pm	1310 Prairie, Room 1250
Fund Accounting and ACS: Fund Accounting & IFAS ACS	Thursday	December 2	1:30 pm – 5:00 pm	1310 Prairie, Room 1250

Grants Management Process

Course	Day	Date	Time	Location
Life Cycle of a Harris County Grant	Tuesday	October 5	8:30 am – 4:00 pm	1310 Prairie, Room 1250

Internal Controls

Course	Day	Date	Time	Location
Internal Controls – Phase I of ICTAP	Thursday	September 9	1:30 pm – 5:00 pm	1310 Prairie, Room 1250
Internal Controls – Phase I of ICTAP	Wednesday	December 15	8:30 am – 12:00 pm	1310 Prairie, Room 1250

Online Quarterly Updates

Course	Day	Date	Time	Location
Harris County Accounting Manual Update – 3 rd Quarter	Wednesday	October 27	9:30 am – 10:30 am	Online
Harris County Accounting Manual Update – 3 rd Quarter	Thursday	October 28	2:00 pm – 3:00 pm	Online
Harris County Accounting Manual Update – 3 rd Quarter	Friday	October 29	9:00 am – 10:00 am	Online

Description of Auditor's Office Offerings

Budget Process: Policies, Procedures, and Stakeholders in Various Phases of Harris County Budgets

Harris County Management Services – Budget Management and the Auditor's Office present this class which covers:

- Comprehending policies & procedures for request, adoption, and adjustment phases of Harris County budgets.
- Better understanding of revenue recognition and revenue estimation.
- Resolving expenditure budget blocks.

This class is recommended for: Managers/Supervisors

Employee Maintenance Process: Policies, Procedures, and Stakeholders for Maintaining Harris County Employees

Management Services – Human Resources & Risk Management, County Attorney's Office, and Auditor's Office present this class, which will:

- Explain particular policies, procedures, and forms related to Employee Maintenance activities in Harris County.
- Describe tasks requires in each stage of Harris county employment (Pre-Employment, Active Employment, and Post Employment) and how various stakeholders must interact to accomplish these tasks.
- Facilitate understanding of how IFAS Human Resources (IFAS-HR), IFAS Daily Time Entry (DTE), and IFAS Payroll (IFAS-PY) modules are used for paying employees and providing employee benefits, intersect and the complexities that result for all stakeholders.
- Introduce helpful CDD reports and System reports.

Fixed Assets Process Training: Policies, Procedures, and Stakeholders Involved with IFAS-FA

Purchasing Department and Auditor's Office present this class, which:

- Defines various types of Fixed Assets and provides a glossary of key terms related to them.
- Discusses major policies, procedures, and players involved with handling County Personal Property (excludes buildings and real property).
- Facilitates understanding of how the County's financial system (IFAS) Fixed Assets Module (IFAS-FA) assists each Harris County Department to maintain control of inventory and track certain types of Fixed Assets.

Fund Accounting and ACS: Fund Accounting & IFAS ACS

As the knowledge required in IFAS 101 lays the foundation for all future IFAS module application training offered by ITC, this class is designed to lay the foundation for all future IFAS-related process training classes offered by the Auditor's Office. It will:

- Provides an overview of governmental fund accounting and the IFAS Account Code Structure (ACS) in a bit more depth than what is offered in IFAS 101.
- Describes the process of requesting new GL & JL Org Keys and changing/closing existing GL & JL Org Keys.
- Define Quick Keys and Default Mapping and when to use them.
- Explain how to access helpful Click, Drag, and Drill, (CDD) reports and export them to text files, which can be imported to Excel for data manipulation and storage.
- Demonstrate the use of General Ledger Interactive Inquiry (GLIQ) for better understanding of journal entries.

This class is recommended for: Managers/Supervisors and Payroll Clerks

Grants Management Process Training: Life Cycle of a Harris County Grant

It is highly recommended that you also take the Grants Management class taught by ITC for a complete understanding of the life cycles of Harris County grants. In the ITC class you will learn how to utilize the IFAS screens within the GM module. It does not matter which class you take first - just be sure to take both the ITC class and this one. New Accounting Procedures have been developed to deal with American Recovery & Reinvestment Act (ARRA) Grants and their requirements for transparency and accountability. The Grants Management Process class now includes a special session just on ARRA grants and their particular reporting/accounting needs.

Auditor's Office and the Grants Coordination Section of Management Services developed this class, which will:

- Discuss major policies, procedures, and players in the life cycle of a Harris County Grant
- Provide a glossary of key terms related to grants
- Facilitate understanding of how IFAS Grants Management Module (IFAS-GM) intersects with each stage of life in a Harris County Grant

This class is recommended for: Managers/Supervisors and Payroll Clerks (if your department receives a lot of grants)

Internal Controls Training – Phase I of ICTAP

This training is designed for management only. It is the first phase of the Internal Controls Training & Assistance Program (ICTAP) offered annually by the Auditor's Office. In this class we will:

- Discuss internal controls and why they are needed to protect employees
- Facilitate understanding of how to implement effective internal controls
- Identify fraud and realize its consequences
- Provide information about risk assessment and the Control Self Assessment (CSA) workshops which are designed to assist in determining your Department's specific risks and offer suggestions on implementing appropriate internal controls

Classes currently available on demand via the Auditor's Intranet site:

Introduction to the Auditor's Office (no CPE offered)

Fund Accounting and IFAS Account Code Structure (ACS) (1 hour CPE)

Capital Projects (1 hour CPE)

Fixed Assets and Inventory Control (3 hours CPE)

Life Cycle of a Harris County Grant (3 hours CPE)

NOTE: After these 3 sessions, take ARRA Grants.

American Recovery & Reinvestment Act (ARRA) Grants (3 hours CPE)

Employee Maintenance Process Training (8 hours CPE)

Because these classes are available to you 24 hours a day, seven days a week through the Auditor's website, take them whenever is most convenient for you and as frequently as you desire. These self-paced, interactive classes allow you to take as much time as you need to learn the material. Each one includes at least one quiz so you can test your comprehension of the major points. Most offer Continuing Professional Education (CPE) credit. Information on how to receive CPE and/or a certificate of completion is explained at the conclusion of each course.

Each quarter, three one-hour online 'live' training sessions will explain any new Harris County Accounting Procedures or County Auditor Forms as well as revisions to existing Procedures and Forms. In addition, whenever major changes occur in the IFAS-related process training classes, there will be online 'live' classes that people who have attended the traditional training or completed the online 'on demand' classes may attend. Because this training will cover just these changes, they will typically take no more than one hour to present. Experts that attend the traditional training classes will be online to answer questions. Dr. Root will send an e-mail invitation to all who have requested a certificate of completion from the 'on demand' classes and those who have come downtown to complete a traditional class whenever these online 'live' sessions are scheduled.

If you have any questions, please contact Dr. Jeraine R. Root, Training Coordinator at 713-755-3493 or via e-mail jeraine.root@aud.hctx.net.

Harris County Human Resources & Risk Management



September - November 2010 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
SEPTEMBER		
National Cholesterol Education Month	9/1 – 30	County-wide
Ovarian & Prostate Cancer Awareness Month	9/1 – 30	County-wide
6 Week Course: Yoga for Every Body! **	9/7 – 10/12 (Tuesdays)	12:00 pm – 1:00 pm Annex M (Protective Services) 2525 Murworth, Conference Room D36
Wellness Lecture Series: Men, Extend Your Warranty!**	9/15	8:30 am – 10:30 am 1310 Prairie, Room 230
Wellness Lecture Series: Women's Health**	9/15	1:30 pm – 3:30 pm 1310 Prairie, Room 230
Live Healthy Harris County: Step 2 It Walking Challenge -- Begins	9/20 – 11/8	County-wide
World Alzheimer's Day	9/21	County-wide
Well/Baby Class: Should I Breast Feed My Baby?**	9/22	12:00 pm – 1:00 pm 1310 Prairie, Room 230
Wellness Lecture Series: Herbal & Dietary Supplements-What's It All About?**	9/22	1:30 pm – 3:30 pm 1310 Prairie, Room 230
Onsite Mammograms (by appointment)	9/28 & 29	9:00 am – 3:00 pm Civil Courts Building 201 Caroline, 17 th floor
Wellness Lecture Series: Navigating Your Way to Personal Health**	9/29	1:30 pm – 3:30 pm 1310 Prairie, Room 230
OCTOBER		
National Breast Cancer Awareness Month	10/1-31	County-wide
Onsite Mammograms (by appointment)	10/1 & 4	9:00 am – 3:00 pm Civil Courts Building 201 Caroline, 17 th floor
<u>Employee 2-Day Health Fair w/ Flu Shots**</u>	10/5 & 6	9:00 am – 2:00 pm Anderson-Clayton Building 1310 Prairie, 16 th floor

Employee Flu Shots	10/7	8:00 am – 12:00 pm Children's Assessment Center 2500 Bolsover, <i>3rd floor</i>
Employee Flu Shots	10/7	12:00 pm – 5:00 pm Annex 17 6832 Cypresswood Dr.
Employee Flu Shots	10/8	9:00 am – 1:00 pm Annex 8 7900 Will Clayton PKWY
Employee Flu Shots	10/8	11:00 am – 2:00 pm Toll Road Authority-Westside 2707 W. Sam Houston PKWY N.
Employee Flu Shots	10/11	6:00 am – 10:00 am Flood Control North Service Center 7522 Prairie Oak Dr.
Employee Flu Shots	10/11	8:00 am – 12:00 pm Annex 25 7330 Spencer HWY
Employee Flu Shots	10/12	6:00 am – 10:00 am Flood Control South Service Center 5301 Alameda Genoa Rd.
Employee Flu Shots	10/12	11:00 am – 3:00 pm 1201 Jail 1200 Baker St., <i>1st floor</i>
Employee Flu Shots	10/13	8:00 am – 4:00 pm Civil Courts Building 201 Caroline, <i>17th floor</i>
Employee Flu Shots	10/13	1:00 pm – 4:00 pm Annex 26 14350 Wallisville Rd.
Employee Flu Shots	10/14	7:00 am – 10:30 am Comm. PCT 4 Lyons Maintenance Camp 11919 TC Jester
Employee Flu Shots	10/14	8:00 am – 12:00 pm Public Library Admin. Offices 8080 El Rio
Employee Flu Shots	10/14	10:00 pm – 12:00 am 1201 Jail 1200 Baker St., <i>1st floor</i>
Employee Flu Shots	10/15	8:00 am – 12:00 pm Annex 8 701 W. Baker Rd. (Baytown)
Employee Flu Shots	10/15	12:00 pm – 4:30 pm Flood Control Admin. Offices 9901 NW Freeway, <i>1st floor</i>
Employee Flu Shots	10/18	8:00 am – 1:00 pm Annex M 8410 Lantern Point, <i>CSD Aud.</i>

Employee Flu Shots	10/19	8:30 am – 12:30 pm Institute of Forensic Sciences 1885 Old Spanish Trail
Employee Flu Shots	10/19	11:00 am – 2:00 pm Juvenile Prob. Leadership Academy 9120 Katy Hockley Rd.
Employee Flu Shots	10/20	12:00 pm – 5:00 pm Juvenile Justice Center 1200 Congress, <i>1st Floor</i>
Employee Flu Shots	10/21	12:00 pm – 5:00 pm Comm. Pct. 3 Westside Service Center 16635 Clay Rd.
Employee Flu Shots	10/22	9:00 am – 1:00 pm Comm. Pct. 2 Washburn Tunnel 3100 Federal Rd.
Employee Flu Shots	10/26	8:00 am – 4:00 pm Criminal Justice Center 1201 Franklin, <i>7th floor</i>
Employee Flu Shots	10/27	12:30 pm – 4:30 pm Juvenile Prob. Youth Village 210 J.W. Mills Dr. (Seabrook)
Employee Flu Shots	10/28	8:00 am – 12:00 pm Annex 40 601 Lockwood
Employee Flu Shots	10/29	7:30 am – 11:30 am Annex 13 17423 Katy FRWY, <i>2nd floor</i>
Employee Flu Shots	10/29	11:00 am – 3:00 pm Toll Road Admin. Offices 7701 Wilshire Place Dr.
Employee Flu Shots	10/29	1:00 pm – 5:00 pm Annex 19 6000 Chimney Rock
NOVEMBER		
American Diabetes Month	11/1-30	County-wide
Employee Flu Shots	11/2	11:00 am – 3:00 pm 701 Jail 701 N. San Jacinto, <i>ODR</i>
Employee Flu Shots	11/3	9:00 am – 2:00 pm Family Law Center 1115 Congress, <i>1st floor</i>
Wellness Lecture Series: Diabetes & Heart Disease-How To Play Defense**	11/3	8:30 am – 10:30 am 1310 Prairie, <i>Room 230</i>
Well/Baby Class: Baby Basics-Bring Baby Home & Keep Baby Safe**	11/3	12:00 pm – 1:00 pm 1310 Prairie, <i>Room 230</i>
Onsite Mammograms (by appointment)	11/4 & 5	9:00 am – 3:00 pm Civil Courts Building 201 Caroline, <i>17th floor</i>

Employee Flu Shots	11/4	10:00 pm – 12:00 am 701 Jail 701 N. San Jacinto, ODR
<u>Houston Start! Heart Walk</u>	11/6	9:00 am – 12:00 pm Sam Houston Park 1100 Bagby St.
Live Healthy Harris County: Step 2 It Walking Challenge – <i>Ends</i>	11/8	County-wide
Wellness Lecture Series: Surviving Holiday Meals**	11/10	8:30 am – 10:30 am 1310 Prairie, Room 230
Wellness Lecture Series: It's Holiday Time Already?**	11/10	1:30 pm – 3:30 pm 1310 Prairie, Room 230
Wellness Lecture Series: Diabetes & Heart Disease-How To Play Defense**	11/17	8:30 am – 10:30 am 1310 Prairie, Room 230
Wellness Lecture Series: Surviving Holiday Meals**	11/17	1:30 pm – 3:30 pm 1310 Prairie, Room 230
Great American Smokeout	11/18	County-wide

*Dates and locations subject to change.

**Posted on the Training website (<http://www.hctx.net/training/>) for registration

Description of September – November 2010 Activities

12 Week Course: Wellness @ Work: Want to lose weight, get healthier, reduce your blood pressure, or lower your blood glucose and cholesterol? Methodist Wellness Services presents a fun, effective nutrition program just for you. This course involves 12 consecutive 1-hour classes that meet once a week (every Wednesday, 12:00 pm – 1:00 pm) beginning August 25th through November 10th. In Wellness @ Work participants will learn to read and understand food labels, figure out serving sizes, plan meals, and snacks, evaluate nutrition claims and develop a basic knowledge of healthy eating. Classes are taught by a registered and licensed dietitian and will be held at 8410 Lantern Point, Community Services Auditorium (Annex M). Participants **MUST** attend 11 of the 12 classes to receive training credit. To reinforce the commitment to this 12-class course, registrants will be required to sign a commitment contract at the first class.

Class Meeting Dates

- August 25th
- September 1st, 8th, 15th, 22nd, 29th
- October 6th, 13th, 20th, 27th
- November 3rd, 10th

This course is limited to 30 participants.

6 Week Course: Yoga for Every Body

(Instructor: Personal Trainer, Methodist Hospital)

This course involves 6 consecutive 1-hour classes that meet once a week (every Tuesday at noon) beginning September 7th through October 12th. From the very first class, yoga offers extraordinary benefits to every body! Beginning with basic poses, participants will develop strength and flexibility, improve their balance, and learn to use their breath to experience deeper and deeper levels of relaxation and stress relief. Many people think that yoga is just getting into “pretzel” poses. The poses are a means to an end—the end being balance, flexibility, strength and inner peace. Yoga uses the breath

combined with physical movements to achieve these goals. Classes are taught by a certified Personal Trainer from Methodist Hospital and each week participants will review their progress and learn new poses. All classes will be held at Annex M, 2525 Murworth, Room D36A. Participants **MUST** attend 5 of the 6 classes to receive training credit.

Class Meeting Dates

- September 7th, 14th, 21st, 28th
- October 5th & 12th

Modest exercise attire that stays in place is required. Participants will need to bring their own yoga mat or towel to each class. This course is limited to 20 participants.

American Heart Association Houston Start! Heart Walk: The purpose of this event is to encourage employees to live healthier, happier lives by being more physically active while raising awareness for heart disease, the leading cause of death in the United States. Employees, with their friends and family, are encouraged to join in friendly competition between other Harris County walking teams at the Houston Start! Heart Walk on November 6, 2010 at Sam Houston Park in downtown Houston. To join an existing team or to form a new team under Harris County, go to www.houstonheartwalk.org. Click on the link to register and be sure to select 'Harris County' from the drop-down company list. If you have questions, please contact Sarah Acosta (Harris County Company Leader) at (713) 755-4827 or sarah.acosta@ms.hctx.net.

Employee Health Fair w/ Flu Shots: Employees will have access to information from various health-related organizations as well as free health screenings at this 2-day health fair held at 1310 Prairie on the 16th floor (Anderson-Clayton Building). Flu shots will also be provided to eligible employees and covered retirees and dependents.

Harris County Flu Shots: From October 5th through November 4th, flu shots will be available onsite at various County buildings.

Live Healthy Harris County: Step 2 It Walking Challenge: Live Healthy Harris County (LHHC) is a proven team-centric physical activity, weight loss and nutrition program for all fitness levels designed to promote positive changes leading towards a healthier lifestyle. LHHC is a part of the national program, Live Healthy America. The Step 2 It Challenge is a 50 Day walking program that will challenge employees to get more active in the work and personal lives.

- 50 Day Step 2 It Challenge, September 20th – November 8th
 - o **Registration:** August 9th – September 10th. Returning teams will need to register again.
 - o **Fee:** None!
 - o **Incentives:** All team members will receive a Live Healthy Harris County pedometer for tracking steps walked. To receive your pedometer before the Challenge begins, please have your team registered before September 10th. Human Resources & Risk Management will be administering pedometers to team captains the week of September 13th-17th. Prizes and awards will be announced at a later date.

To register, click here (www.livehealthyhouston.org)

- Enter the Group Registration Code, LHHC, to get to the Live Healthy Harris County Registration page.
- Teams may have 2-10 members and captains are allowed to manage multiple teams.
- Harris County employees (full and part-time) are allowed to participate as well as covered dependents (18 years and older) and retirees. Participation eligibility will be verified by Human Resources & Risk Management.

Monthly Health Observances: The following are selected national health observances that the wellness program will promote.

- Ovarian & Prostate Cancer Awareness Month (September)
- National Cholesterol Education Month (September)
- World Alzheimer's Day (September 21st)
- National Breast Cancer Awareness Month (October)
- American Diabetes Month (November)
- Great American Smokeout (November 18th)

Onsite Mammograms: The Rose, a non-profit breast cancer organization, will be providing their mobile screening services to eligible Harris County employees at the Civil Courts Building (201 Caroline) in the 17th floor Ceremonial Conference Suite on October 5th and 9th. Appointments may be made by contacting The Rose directly at (281) 464-5136 or Toll Free at (866) 680-4708 at least 2 weeks in advance. Employees that may take advantage of this onsite service provided at NO COST (covered 100%) include those that are covered by the Harris County Medical Plan (Aetna) and meet the plan criteria for receiving routine mammography:

- 1 baseline mammography for ages 35-40 years
- Age 40 years and older, 1 mammography every calendar year

Women who are under age 35, have been diagnosed with breast cancer within the prior two years, are pregnant or currently breastfeeding, have implants or are experiencing symptoms cannot be screened by The Rose's mobile mammography. Please contact The Rose to make an appointment at one of their two facilities or your current screening/diagnostic provider.

Well/Baby Seminars: These sessions consist of monthly 1-hour training classes held during the noon hour focused on maternal and infant health. Participants will also receive information on Beginning RightSM, the maternity program available to all employees and their dependents that are covered by the Harris County Medical Plan (Aetna). All classes will be held at 1310 Prairie, Suite 230 Training Room (Anderson-Clayton Building). Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>).

Wellness Lecture Series: This lecture series consists of weekly 2-hour training classes focused on selected health and work/life topics taught by health professionals (dietitians, personal trainers, nurses, family counselors, etc.). All classes will be held at 1310 Prairie, Suite 230 Training Room (Anderson-Clayton Building) and also offered through Distance Learning. Registration for these classes will be available on the Training website (<http://www.hctx.net/training/>).

Well/Retiree Classes: This class series addresses health issues and concerns for retired Harris County employees each quarter in a 1-hour class held at five different locations throughout the County. This quarter is "Ten Irresistible Reasons to Exercise". These classes are open to current employees and training credit (1-hour) may be provided upon request. Please contact Sarah Acosta at 713-755-4827 or sarah.acosta@ms.hctx.net to R.S.V.P. for this class.

Upcoming events for interested Team Captains and members include:

- **Kick-Off Event at Reliant Park** (August 25th) – This event, provided by the American Heart Association, is for all area Team Captains and members to attend, including Harris County teams. The purpose of the event is to rally teams for the upcoming Heart Walk in November.